



DETERMINE A TARGET OCCUPANCY MATRIX INCLUDING A TARGET OCCUPANCY FOR EACH AGENT OF THE AGENTS OF THE AUTOMATIC CALL DISTRIBUTOR FOR EACH CALL TYPE OF THE PLURALITY OF CALL TYPES

PROCESS A CALL OF A FIRST TYPE OF THE TYPES DETERMINED IN THE TARGET OCCUPANCY MATRIX

ASSIGN THE CALL TO AN AGENT OF THE AGENTS OF THE AUTOMATIC CALL DISTRIBUTOR WITH A LARGEST RELATIVE DIFFERENCE BETWEEN AN ACTUAL OCCUPANCY OF CALLS OF THE FIRST TYPE HANDLED BY THE AGENT AND THE TARGET OCCUPANCY OF CALLS OF THE FIRST TYPE DETERMINED FOR THE AGENT IN THE TARGET OCCUPANCY MATRIX.

FIG. 3

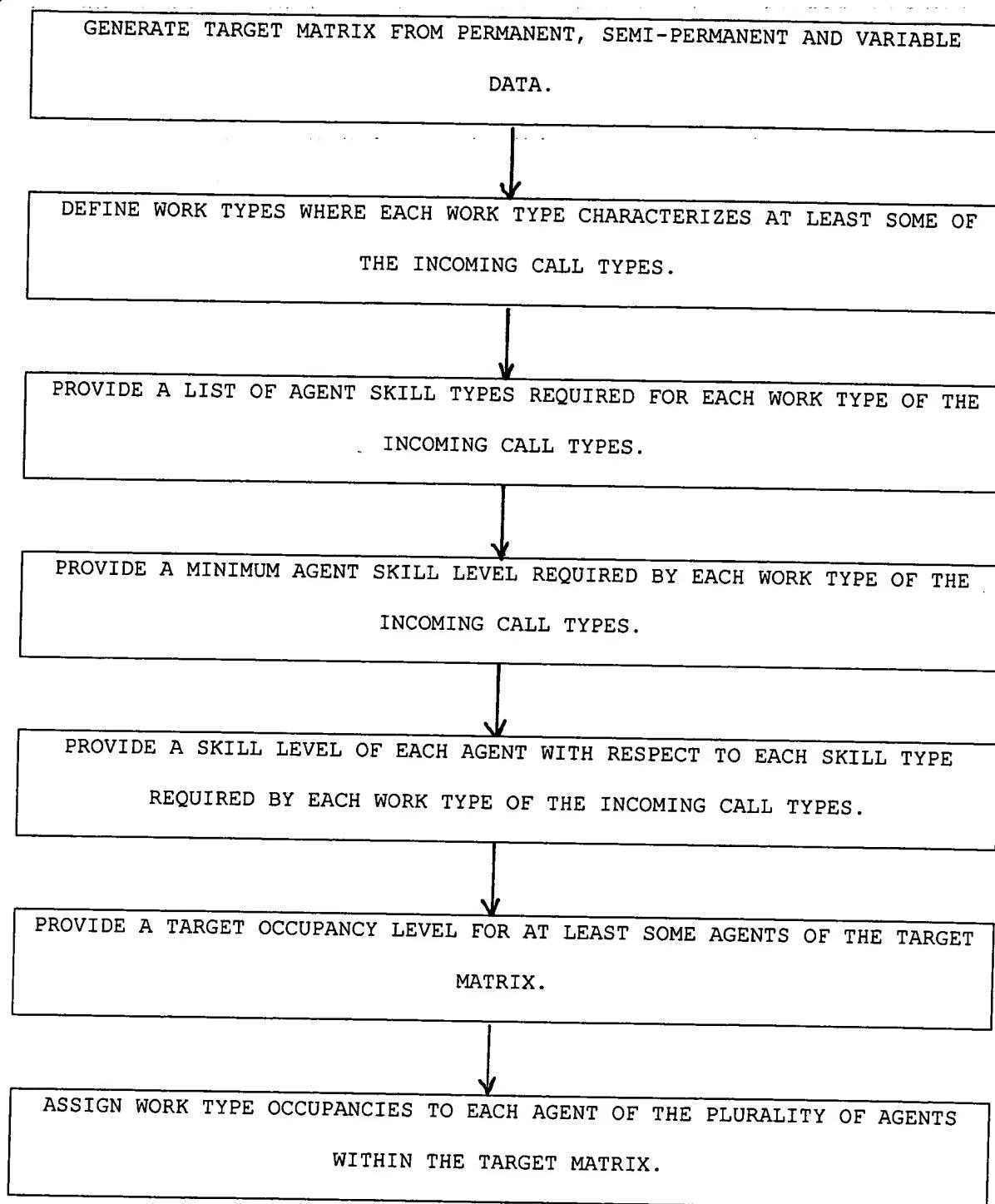


FIG. 4

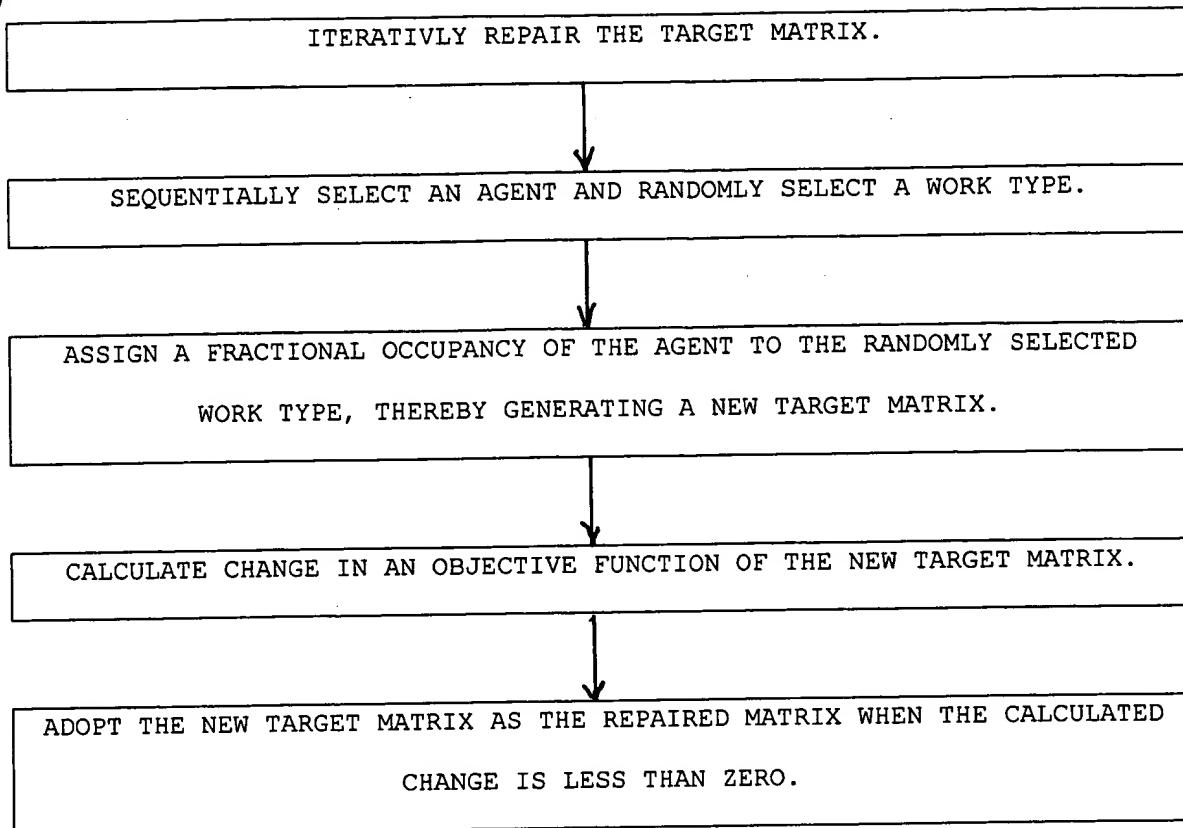


FIG. 5